



Fujitsu Dot Matrix Printer

DL3100

Printer Driver Installation Guide

- Windows® 10
- Windows Server® 2019
- Windows Server® 2016
- Windows® 8.1
- Windows Server® 2012 R2
- Windows® 8
- Windows Server® 2012
- Windows® 7
- Windows Server® 2008 R2

IMPORTANT NOTE TO USERS



For Windows® 7 / Windows Server® 2008 R2 and later, install the printer driver before connecting the printer to your personal computer.

Either of the following messages is displayed in the setup program: *Printer is ready for installation.* or *Printer driver installation has been completed.*

After the message is displayed, connect the printer to your PC.

If the printer is already connected to your PC before the printer driver installation, see the section **Troubleshooting** in Setup in this manual.



Do not use this printer driver in other printers (other than FUJISU DL3100). Do not use FUJITSU DL3100 printer with any printer driver from other manufacturers.

When printing in Windows® 7 / Windows Server® 2008 R2 and later, set the printer function setting to its default factory configurations.

If any other setting is used, the desired printing results will not be provided.



After inserting the Setup Disk into your PC's CD-ROM or DVD drive, the FUJITSU DL Series Software setup window is displayed. If your operating system is Windows® 7 / Windows Server® 2008 R2 and later, click the **OK** button.

For any other Windows operating system, click the **EXIT** button.

For some versions of Windows® 7 / Windows Server® 2008 R2 and later, the installation procedure or display contents may vary. If so, follow the recommended onscreen instructions.

For setup, always log on using an administrator account.

During setup, in the **User Account Control** dialog box, you may be asked, *Do you want to allow the following program from an unknown publisher to make changes to this computer ?* Select **Yes**.

When using 64-bit Windows operating system, follow the above procedure also.

If a different-version printer driver has been installed, delete it first and proceed with set up.

The contents of this manual are subject to change without notice for its improvement.

Fujitsu Isotec bears no responsibility for any infringement of any third-party's patent right or any other rights resulted from the usage of data provided in this document.

ABBREVIATIONS USED IN THIS MANUAL

Windows® 10 Education x64 Edition	referred to as Windows 10
Windows® 10 Education	
Windows® 10 Enterprise x64 Edition	
Windows® 10 Enterprise	
Windows® 10 Pro x64 Edition	
Windows® 10 Pro	
Windows® 10 Home x64 Edition	
Windows® 10 Home	
Microsoft® Windows Server® 2019 Datacenter	referred to as Server 2019
Microsoft® Windows Server® 2019 Standard	
Microsoft® Windows Server® 2019 Essentials	
Microsoft® Windows Server® 2016 Datacenter	referred to as Server 2016
Microsoft® Windows Server® 2016 Standard	
Microsoft® Windows Server® 2016 Essentials	
Windows® 8.1 Enterprise x64 Edition	referred to as Windows 8.1
Windows® 8.1 Enterprise	
Windows® 8.1 Pro x64 Edition	
Windows® 8.1 Pro	
Windows® 8.1 x64 Edition	
Windows® 8.1	
Microsoft® Windows Server® 2012 R2 Datacenter	referred to as Server 2012 R2
Microsoft® Windows Server® 2012 R2 Standard	
Microsoft® Windows Server® 2012 R2 Essentials	
Windows® 8 Enterprise x64 Edition	referred to as Windows 8
Windows® 8 Enterprise	
Windows® 8 Pro x64 Edition	
Windows® 8 Pro	
Windows® 8 x64 Edition	
Windows® 8	
Microsoft® Windows Server® 2012 Datacenter	referred to as Server 2012
Microsoft® Windows Server® 2012 Standard	
Microsoft® Windows Server® 2012 Essentials	

Windows® 7 Ultimate x64 Edition	referred to as Windows 7
Windows® 7 Ultimate	
Windows® 7 Enterprise x64 Edition	
Windows® 7 Enterprise	
Windows® 7 Professional x64 Edition	
Windows® 7 Professional	
Windows® 7 Home Premium x64 Edition	
Windows® 7 Home Premium	
Windows® 7 Starter	
Microsoft® Windows Server® 2008 R2 Enterprise	referred to as Server 2008 R2
Microsoft® Windows Server® 2008 R2 Standard	

ABOUT THE TRADEMARK

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INSTALLING PRINTER DRIVER

In this section, Windows 7 Professional is used as an example of how to install the printer driver on a PC using Windows 7 / Server 2008 R2 and later operating system. In the following procedure, the FUJITSU DL3100 printer driver is set up.

When using another printer or another printer driver, change it to your current printer or printer driver name to follow the procedure.

Setup using Plug & Play

1. Log on as an administrator of the computer.
2. Insert the Setup Disk into your PC's CD-ROM or DVD drive.

The Auto Play window will be displayed. Click **Run DLSELECT.EXE**.

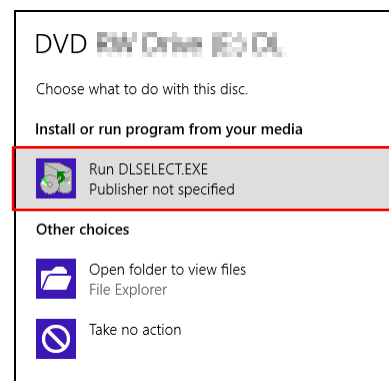
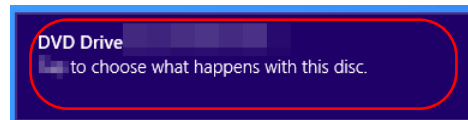
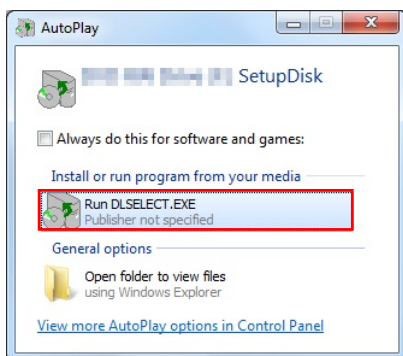
If the Auto Play window is not displayed, use Explorer or another application to open CD-ROM.

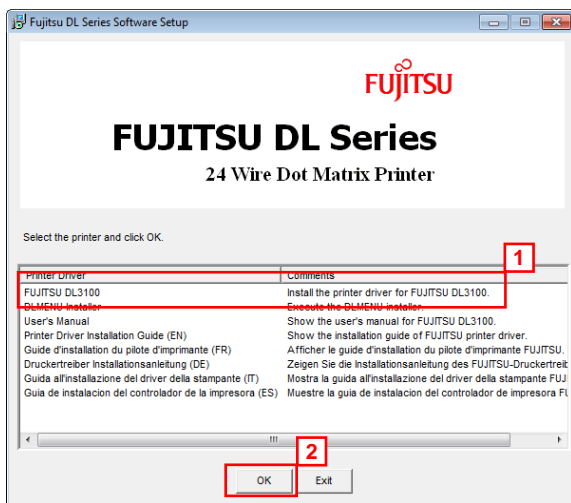
And double click the **DLSELECT.EXE** file.

Note:

For Windows 8 / Server 2012 and later:

Click the Toast Notification, and click [Run DLSELECT.EXE]

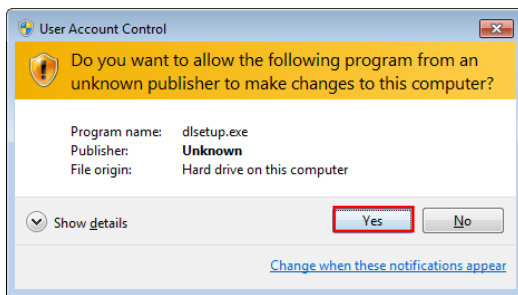
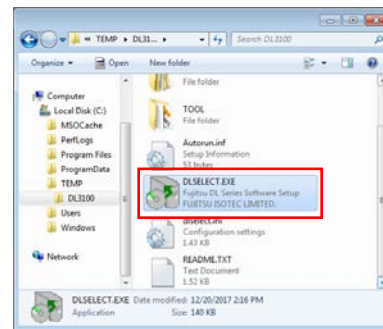




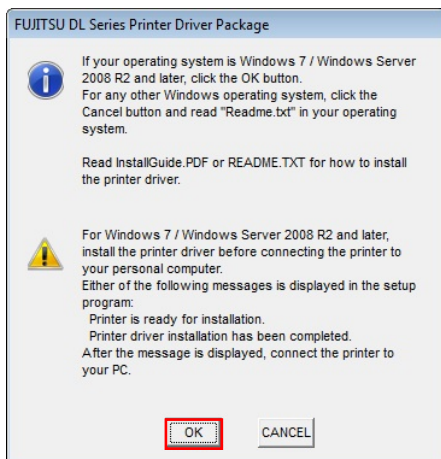
3. The FUJITSU DL Series Software Setup window is displayed.
From the printer driver list, select **FUJITSU DL3100 Printer Driver** and click the **OK** button.

Note:

When using the latest printer driver downloaded from our web site, double click the executable program (a file whose extension is EXE) in the downloaded driver data folder.



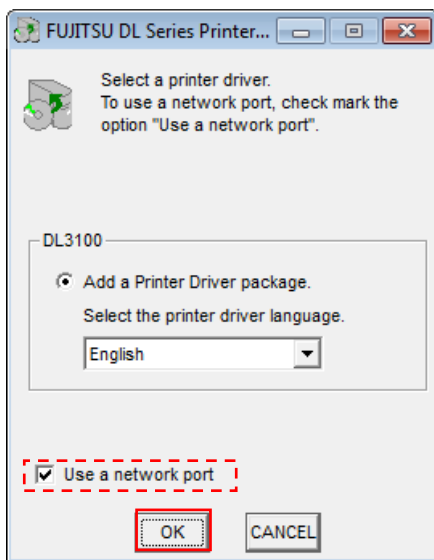
4. When the dialog box, *Do you want to allow the following program from an unknown publisher to make changes to this computer ?* is displayed, click **Yes**.



5. The FUJITSU DL Series Printer Driver Package window is displayed.
Click the **OK** button.

Note:

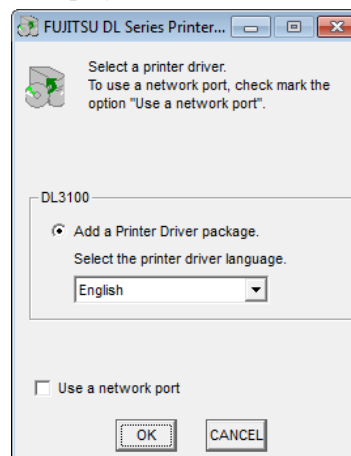
When using Windows 7 / Server 2008 R2 and later, the following window is displayed.
Click the **OK** button.



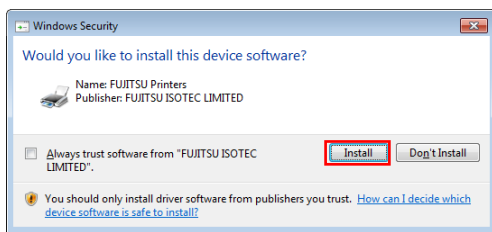
6. *Select a printer driver* will be displayed.
To use a network port, check mark the option “*Use a network port.*”
Follow the display menu and select a printer driver to install.
Then, click the **OK** button.

Note:

- Depending on the printer driver selected in the FUJITSU DL Series Software Setup Window, the window composition may vary. In this manual, FUJITSU DL3100 has been used as reference.
- FUJITSU DL3100 is selected, the following window is displayed.



- If selecting **Use a network port**, go to step a.
- If you do not wish to install the printer driver, select **Cancel**. When the procedure is ended without any printer driver installation, double click each executable program of FUJITSU DL Series Software Setup or FUJITSU DL3100 Printer Driver Package again or install the printer driver through *Setup method using Add a Printer Wizard*.
- About “Use a network port”...
 - (1) For creation or setup method of a network port, read the manual or setup guide of an optional LAN board or LAN adapter or see the Help topic in Windows.
 - (2) When using a network port created through an optional LAN board or LAN adapter or using Windows Standard TCP/IP port, select this item.
 - (3) Do not select this item when using a parallel port or a USB port.

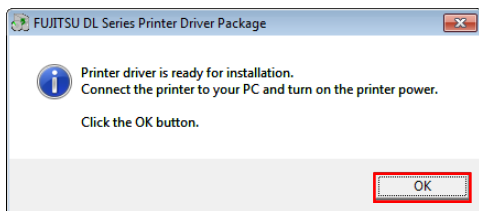


7. In Windows Security dialog box the dialog, *Would you like to install this device software?* is displayed. Click the Install button.

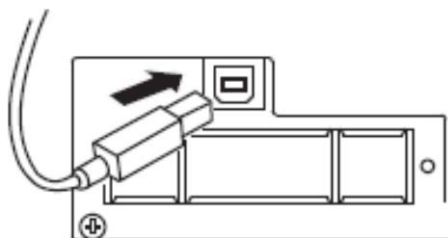
8. A file copy starts.

Note:

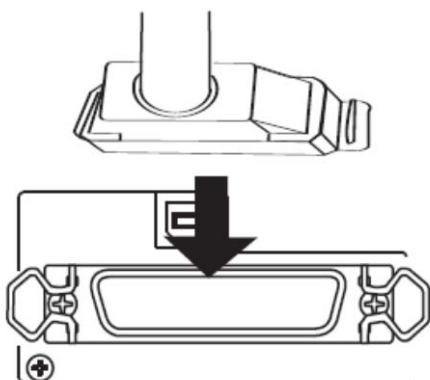
Wait until the message *Printer driver is ready for installation.*



9. Once the message, *Printer driver is ready for installation*, is displayed - Click the **OK** button.

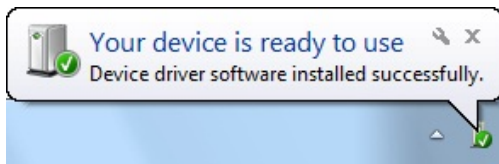
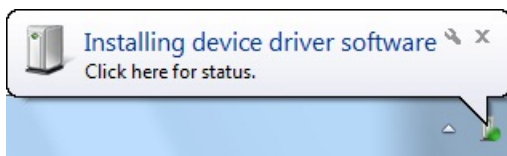


USB Connector



Parallel Connector

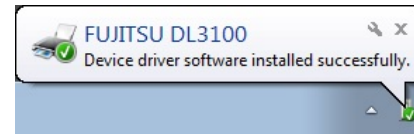
10. Connect the printer to your PC and turn on the printer power.



11. *Installing device driver software* is displayed in the taskbar notification area.

Note:

When a Parallel interface is used for connection the message *Your device is ready to use* is displayed instead.



For Windows 8 / Server 2012 and later:
"Device Setup" in the task bar is displayed, but no operation is required.



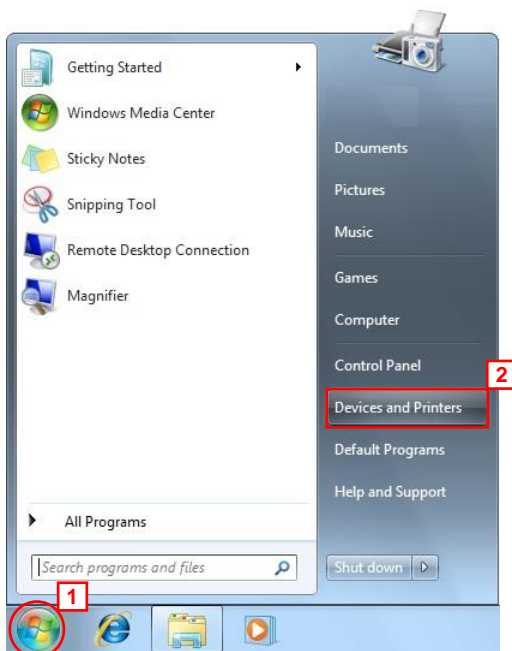
12. Select **Start**, and then select **Devices and Printers**.

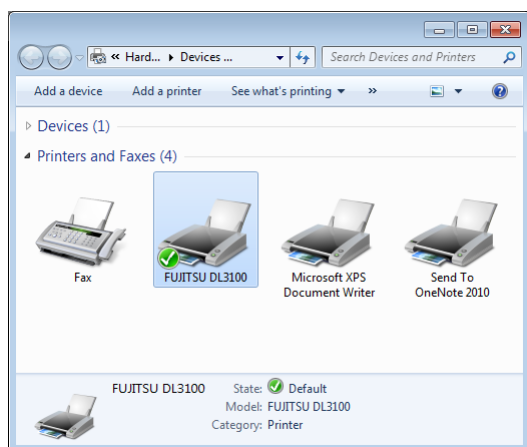
Note:

For Windows 8 / 8.1 / Server 2012 / Server 2012 R2:
Press the Windows logo key + X key, shortcut menu is displayed bottom left of the screen.

Click [Control Panel] → [Hardware and Sound] or
[Hardware] → [Devices and Printers]

For Windows 10 / Server 2016 and later:
Select Start, and then select Windows System.
Click [Control Panel], and select [View devices and printers].

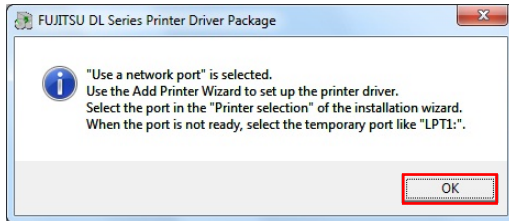




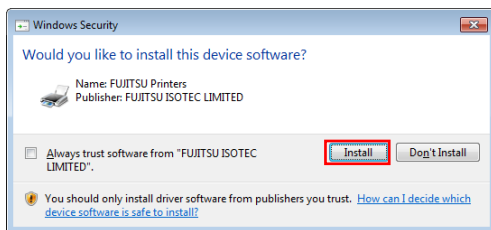
13. Make sure that the printer driver icon is added to **Printers and Faxes** section.

14. Restart Windows.
This completes the printer driver setup.

When **Use a network port** is selected:



- a. The following message is displayed: *Use a network port is selected.*
Read the instructions carefully and click the **OK** button.

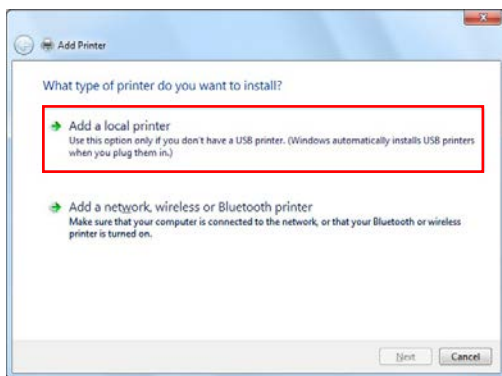


8. In Windows Security dialog box the dialog, *Would you like to install this device software?* is displayed.
Click the Install button.

- c. A file copy starts.

Note:

Wait until the window of Procedure D. is displayed.



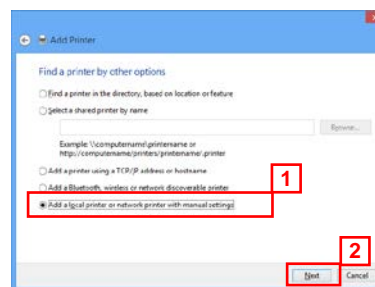
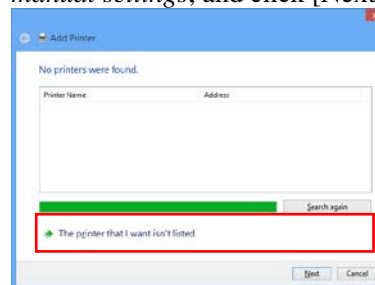
- d. The *Add Printer Wizard* is displayed.
Select **Add a local printer**.

Note:

In Windows 8 / 8.1 / Server 2012 / Server 2012 R2, the following window is displayed.

Click the *The printer that I want isn't listed*.

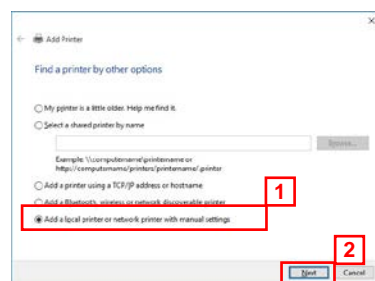
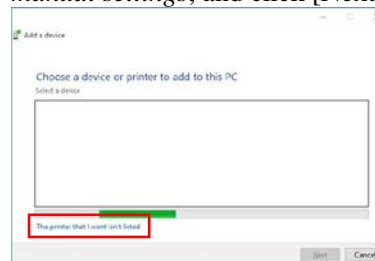
Click the *Add a local printer or network printer with manual settings*, and click [Next].

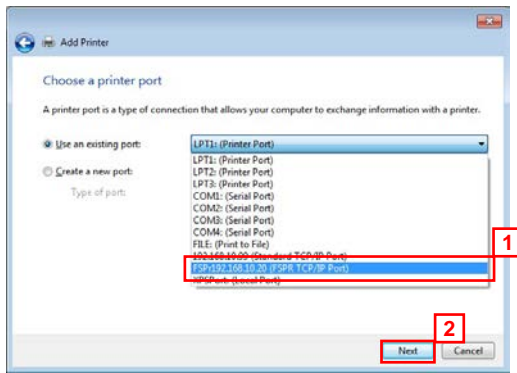


In Windows 10 / Server 2016 / Server 2019, the following window is displayed.

Click the *The printer that I want isn't listed*.

Click the *Add a local printer or network printer with manual settings*, and click [Next].

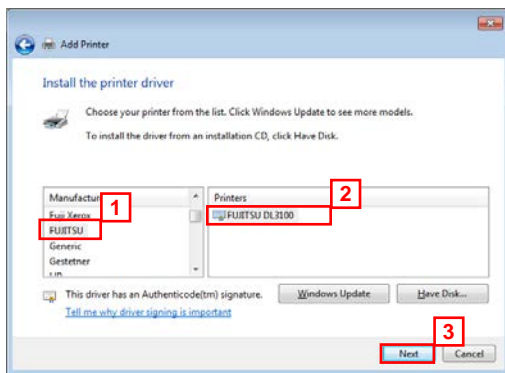




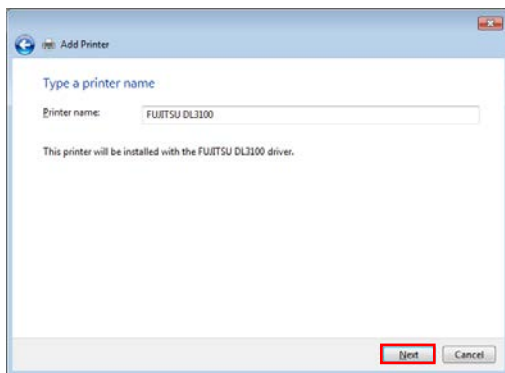
- e. Specify a port to connect the printer and click **Next**.

Note:

If a port is not available, for example, in cases where a network port to use is not present in the list of **Use an existing port**, select a temporary port such as LPT1:(Printer Port).



- f. The dialog *Install the printer driver* is displayed. From **Manufacturer**, select **FUJITSU**. From the list of **Printers**, choose a model to use and click the **Next** button.



- g. The dialog *Type a printer name* is displayed. Type the printer name and click the **Next** button.

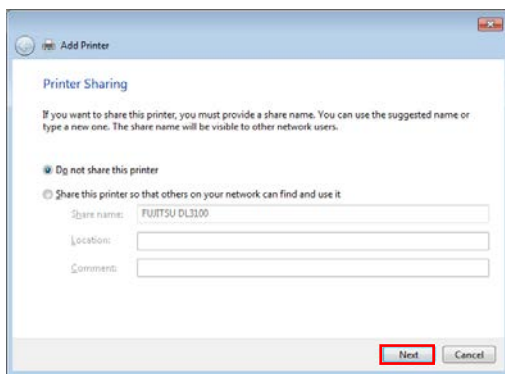
Note:

When changing the printer name, key-in the changed printer name.

- h. A file copy starts.

Note:

Wait until the window of Procedure I. or Procedure J. is displayed.



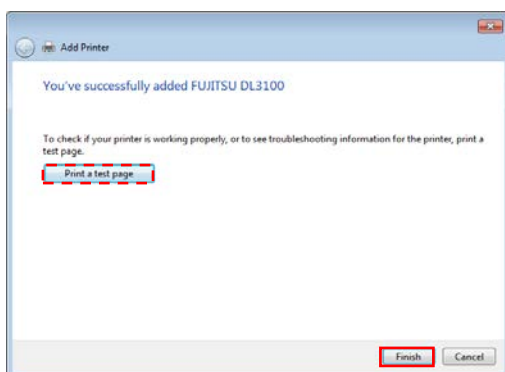
- i. The Printer Sharing Window is displayed. Select according to your computer environment and click the **Next** button.

Note:

The Printer Sharing Window may not be displayed for some computer environments.

When the Printer Sharing Window is displayed, select according to your computer environment.

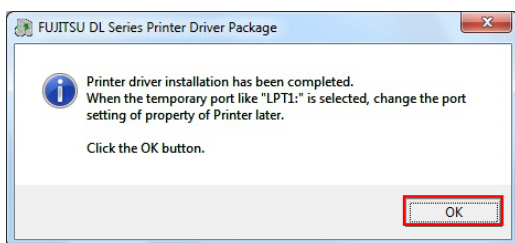
- (1) Not sharing : Select **Do not share this printer**.
- (2) Sharing : Select **Share this printer so that others on your network can find and use it** and enter Share name, Location, and Comment.



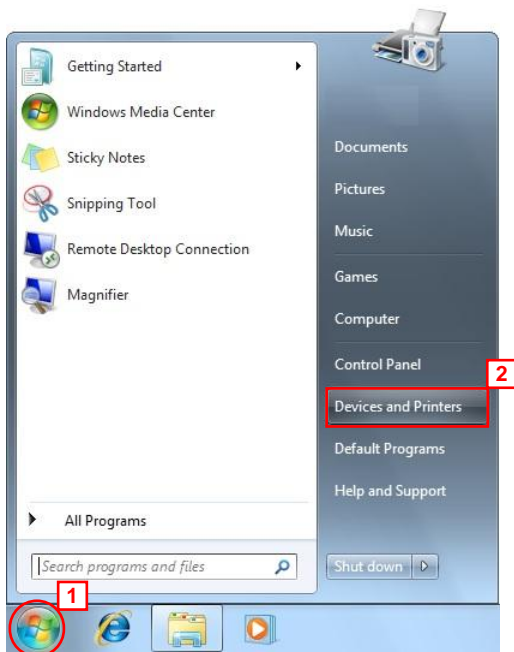
- j. Make sure that the message, *You've successfully added FUJITSU DL3100*, is displayed, and click the **Finish** button to terminate the wizard.

Note:

- When multiple printer drivers have been installed, *Set as the default printer* is displayed. Select as needed.
- In this window, the **Print a test page** button is displayed. If required print a test page.
- Notes on test page printing...
 - (1) When a temporary port is selected in Procedure E., do not print any test page.
 - (2) Make sure that the printer is online when printing test pages.
 - (3) Test pages are printed according to the printer driver settings at that point. In the printer driver default, *Paper Source: Automatically Select* and *Paper Size: A4* are configured. Print test pages with A4-sized cut sheet.
 - (4) To use a non-default feed method or paper size, change the setting first and then print test pages.



- k. The following message is displayed: *Printer driver installation has been completed*. Read the instructions carefully and click the **OK** button.



1. Select **Start**, and then select **Devices and Printers**.

Note:

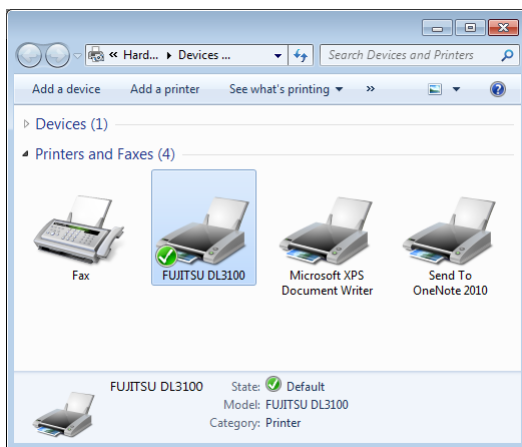
For Windows 8 / 8.1 / Server 2012 / Server 2012 R2:
Press the Windows logo key + X key, shortcut menu is displayed bottom left of the screen.

Click [Control Panel] → [Hardware and Sound] or
[Hardware] → [Devices and Printers]

For Windows 10 / Server 2016 and later:

Select Start, and then select Windows System.

Click [Control Panel], and select [View devices and printers].



- m. Make sure that the printer driver icon is added to **Printers and Faxes** section.

- n. Restart Windows.

This completes the printer driver setup.

Setup using the Add Printer Wizard

Use the **Add Printer Wizard** to set up the printer driver. In this section, the setup procedure for Windows 7 is described.

In the following procedure, FUJITSU DL3100 printer driver is set up.

When using another printer or another printer driver, change it to your current printer or printer driver name to follow the procedure.

When using Windows 7 / Server 2008 R2 and later, use this procedure to install the printer driver as well.

1. Log on as an administrator of the computer.
2. Select **Start**, and then select **Devices and Printers**.

Note:

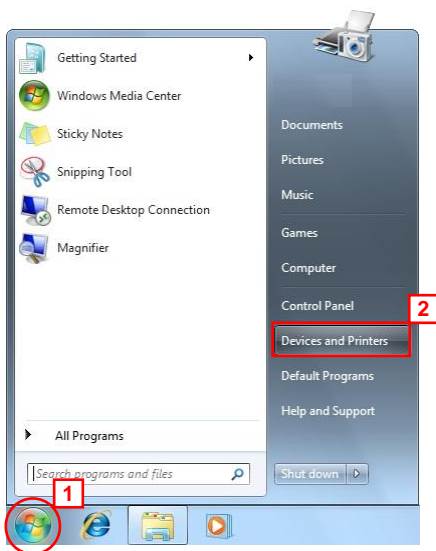
For Windows 8 / 8.1 / Server 2012 / Server 2012 R2:
Press the Windows logo key + X key, shortcut menu is displayed bottom left of the screen.

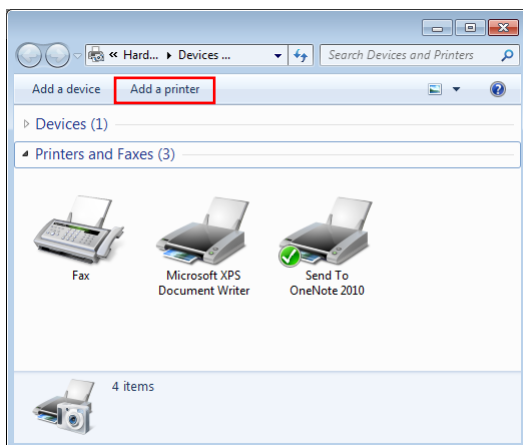
Click [Control Panel]→[Hardware and Sound] or [Hardware]→[Devices and Printers]

For Windows 10 / Server 2016 and later:

Select Start, and then select Windows System.

Click [Control Panel], and select [View devices and printers].



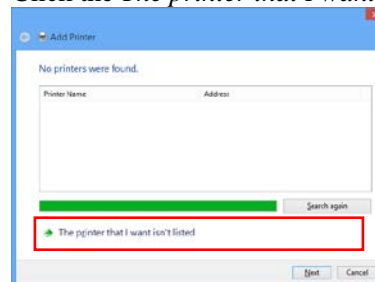


- From the **Devices and Printers** folder, select **Add a printer**.

Note:

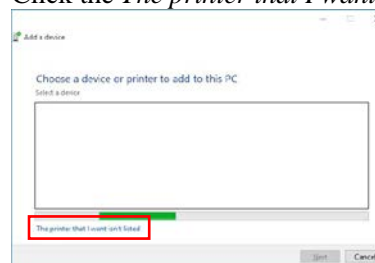
In Windows 8 / 8.1 / Server 2012 / Server 2012 R2 , the following window is displayed.

Click the *The printer that I want isn't listed*.



In Windows 10 / Server 2016 / Server 2019, the following window is displayed.

Click the *The printer that I want isn't listed*.

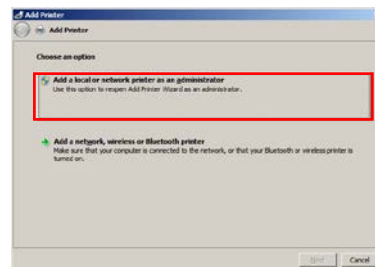
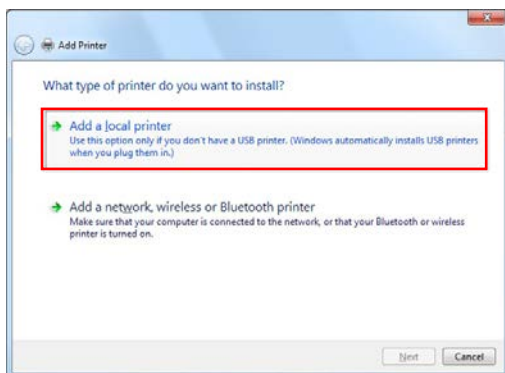


- The Add Printer Wizard is displayed. Select **Add a local printer**.

Note:

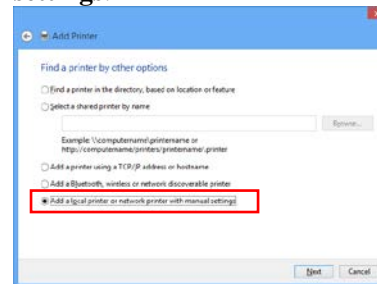
In Server 2008 R2, the following window is displayed.

Select **Add a local or network printer as an administrator**. This window is not displayed when you log in using built-in administrator account.



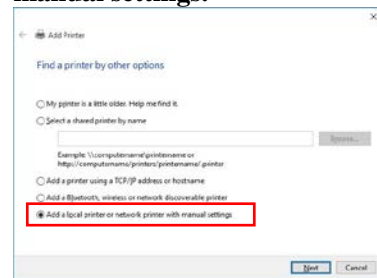
Note:

In Windows 8 / 8.1 / Server 2012 / Server 2012 R2 , the following window is displayed. Select **Add a local printer or network printer with manual settings**.



In Windows 10 / Server 2016 / Server 2019, the following window is displayed.

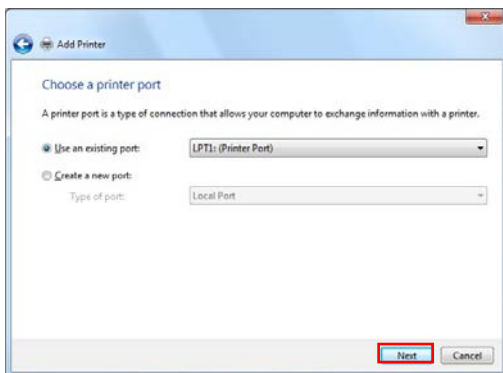
Select **Add a local printer or network printer with manual settings**.



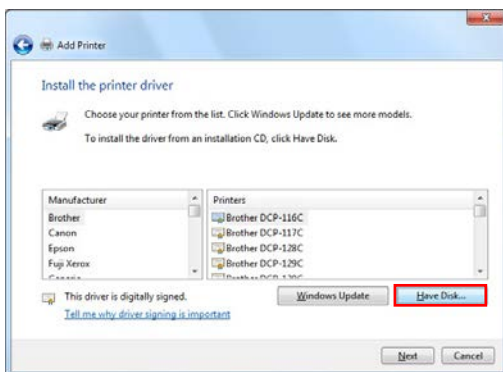
5. Specify a port to connect the printer to and click the **Next** button.

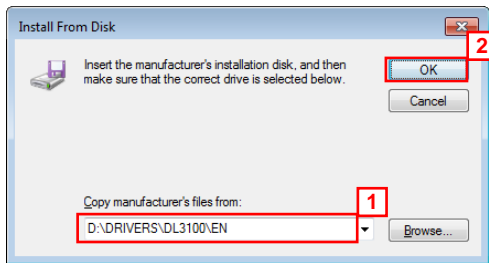
Note:

If a port is not available, for example, in a case where a port to connect the printer is not present in the list of **Use an existing port**, select a temporary port such as LPT1:(Printer Port) instead.



6. The window of **Install the printer driver** is displayed. Click **Have Disk**.

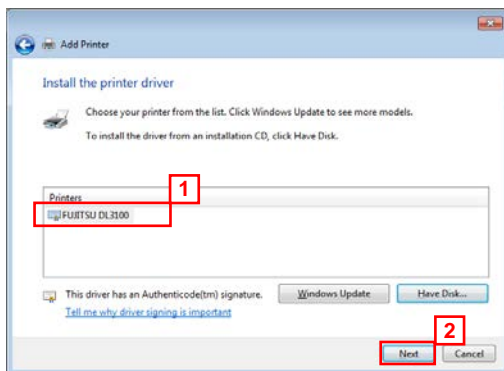




7. Insert the Setup CD-ROM into CD or DVD drive (D:). Then, change the path name from “A:\” to “D:\Drivers\DL3100\((Language)” and click the **OK** button.

Note:

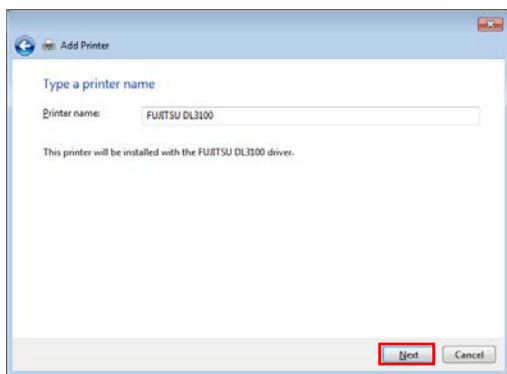
- The CD drive is set to “D:” in the above example. If your CD drive is set to another driver, change the path to the correct drive.
- Windows 7 / Server 2008 R2 and later, the above folder should be specified as well.
- For 64-bit Windows operating system, the above folder should be specified as well.
- When installing another printer driver, change the printer driver part to your model’s printer drive name in the path to specify.
When using the latest printer driver downloaded from our web site, type “(a folder name where downloaded driver data is present)\Drivers\DL3100\((Language)”.



8. The model names are displayed in the list box. Select the printer driver to use and click **Next**.

Note:

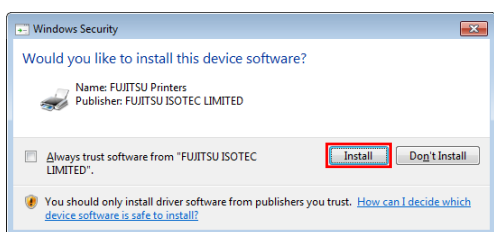
When the window containing the message, *Which version of the driver do you want to use ?*, is displayed, select **Replace the current driver**.



9. The dialog *Type a printer name* is displayed. Type the printer name and click **Next**.

Note:

To change the printer name, key-in the changed printer name.

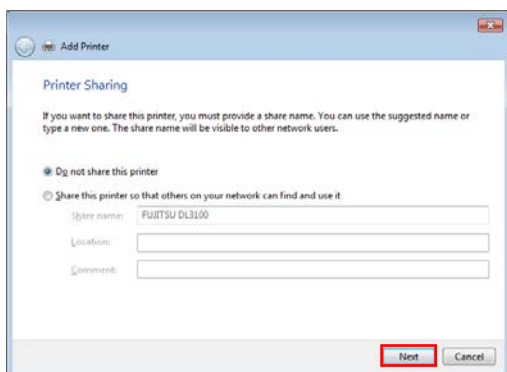


8. In Windows Security dialog box the dialog, *Would you like to install this device software?* is displayed. Click the **Install** button.

11. A file copy starts.

Note:

Wait until the window of Procedure 12. or Procedure 13. is displayed.



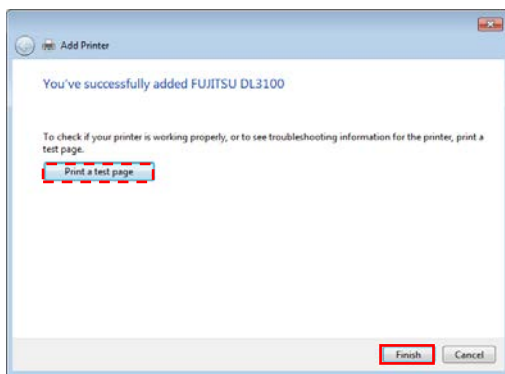
12. The Printer Sharing Window is displayed. Select according to your computer environment and click the **Next** button.

Note:

The Printer Sharing Window may not be displayed for some computer environments.

When the Printer Sharing Window is displayed, select according to your computer environment.

- (1) Not sharing : Select **Do not share this printer**.
- (2) Sharing : Select **Share this printer so that others on your network can find and use it** and enter Share name, Location, and Comment.



13. Make sure that the message, *You've successfully added FUJITSU DL3100*, is displayed, and click the **Finish** button to terminate the wizard.

Note:

- When multiple printer drivers have been installed, *Set as the default printer* is displayed. Select as needed.
- In this window, the **Print a test page** button is displayed. If required print a test page.
- Notes on test page printing...
 - (1) When a temporary port is selected in Procedure E., do not print any test page.
 - (2) Make sure that the printer is online when printing test pages.
 - (3) Test pages are printed according to the printer driver settings at that point. In the printer driver default, *Paper Source: Automatically Select* and *Paper Size: A4* are configured. Print test pages with A4-sized cut sheet.
 - (4) To use a non-default feed method or paper size, change the setting first and then print test pages.

14. Restart Windows.
This completes the printer driver setup.

When the printer is connected after the setup in this method, the dialog *Installing device driver software* may be displayed and the connected printer may be displayed under *Unspecified* part of **Devices and Printers**. In that case, restart Windows.

TROUBLE SHOOTING

When the printer is connected to the PC before the printer driver is installed

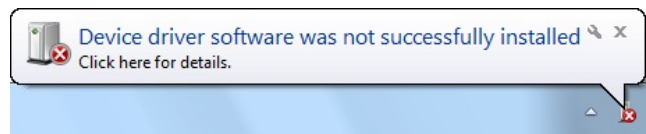
When the printer is connected to the PC before the printer driver is installed, the message, *Device driver software was not successfully installed* is displayed on the notification area (on the right bottom of the window).

In this case, follow the below procedure.


In this section, Windows 7 Professional Windows (when FUJITSU DL3100 is installed) is provided as an example.

When using another printer, change it to your current printer name to follow the procedure.

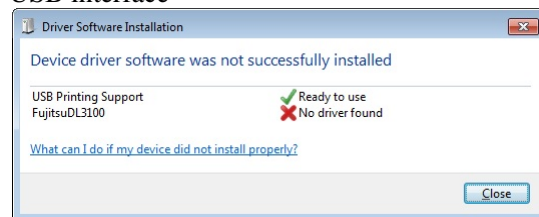
For Windows 8 / Server 2012 and later, use the following procedure to fix the problem.



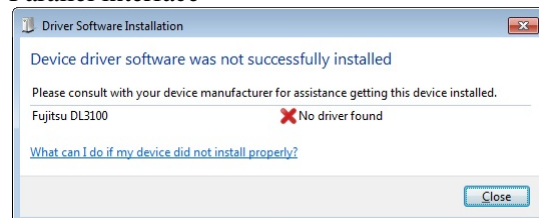
Note:

If you click the balloon, the following window will be displayed. After checking the instructions, click the **Close** button .

- USB interface



- Parallel interface



1. Log on as an administrator of the computer.
2. Select **Start**, and then select **Devices and Printers**.

Note:

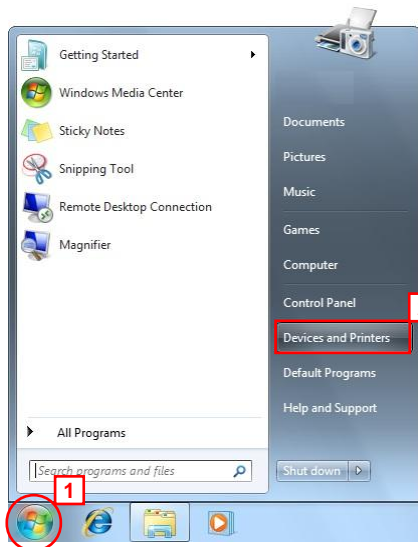
For Windows 8 / 8.1 / Server 2012 / Server 2012 R2:
Press the Windows logo key + X key, shortcut menu is displayed bottom left of the screen.

Click [Control Panel] → [Hardware and Sound] or
[Hardware] → [Devices and Printers]

For Windows 10 / Server 2016 and later:

Select Start, and then select Windows System.

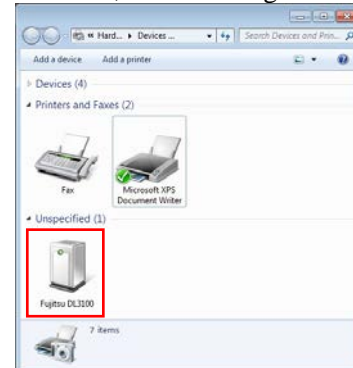
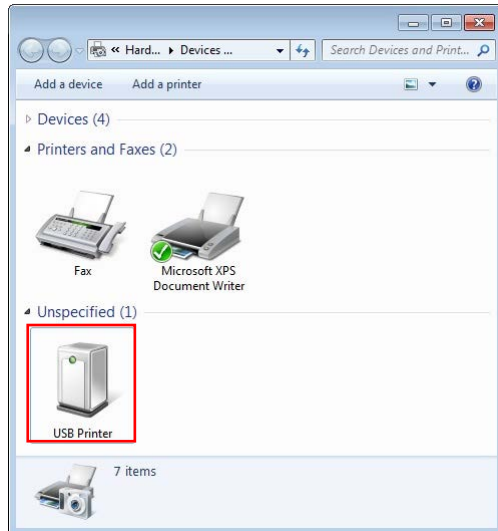
Click [Control Panel], and select [View devices and printers].

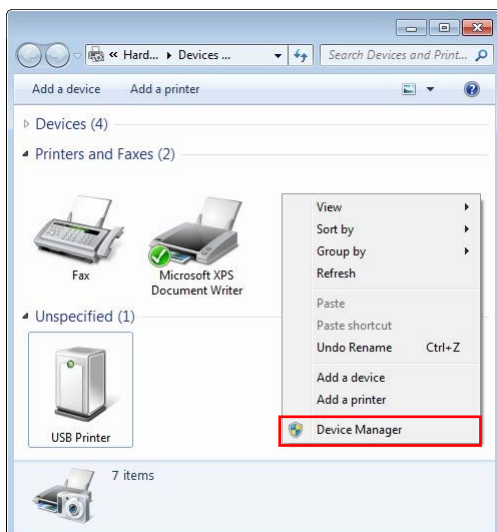


3. Check that the connected printer is displayed under Unspecified part in the **Devices and Printers** folder.

Note:

When the printer is connected through a Parallel interface, the following window is displayed.

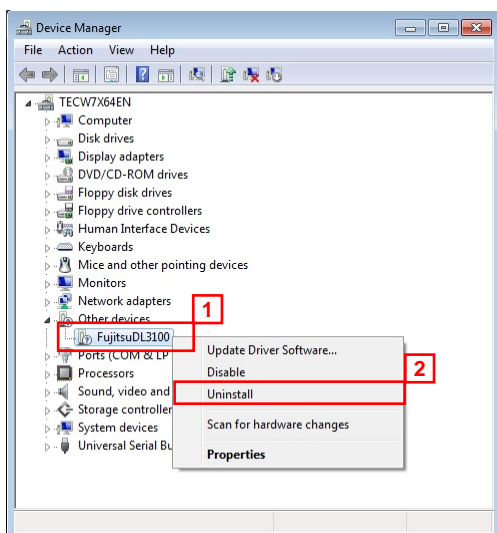




4. Right click on the blank part of the **Devices and Printers** folder and select **Device Manager** from the displayed menu.

Note:

If the message, *Do you want to allow the following program from an unknown publisher to make changes to this computer ?*, is displayed in the **User Account Control** dialog box, click **Yes**.




5. Device Manager starts.
Double click **Other devices** .
Right click on the displayed printer (the connected printer) and select **Uninstall** from the displayed menu.



6. The **Confirm Device Uninstall** window is displayed. Click the **OK** button.

Note:

After clicking the **OK** button, click the **Close** button on the upper right of the Device Manager Window to terminate **Device Manager**.

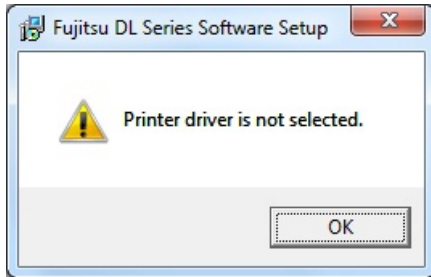
7. Press the printer's power to the  side to turn off the power.

8. Restart Windows.

This completes the recovery when the printer and the PC are connected before the printer driver installation. After restart, install the printer driver in the procedure described in *Installing Printer Driver*.

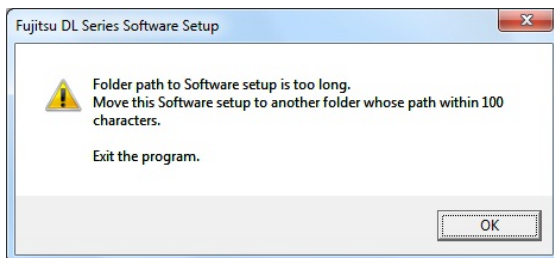
When an error is displayed in the setup program

When the setup program started ,  Alert Window or  Error Window was displayed.



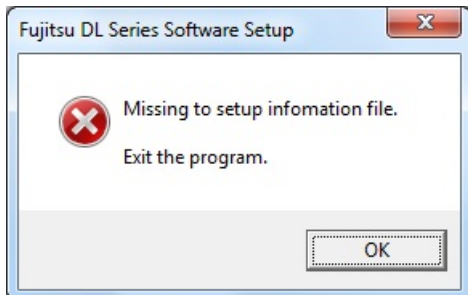
Cause: Click the **OK** button without selecting any printer driver.

Measure: Select the printer driver to install and click the **OK** button.



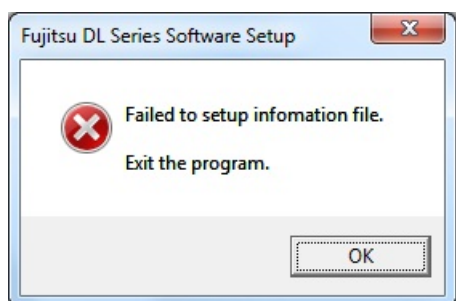
Cause: The folder path exceeds the specified number of characters.

Measure: Move the folder path of the Fujitsu DL Series Software Setup program to the place where the number of characters is 100 or less.



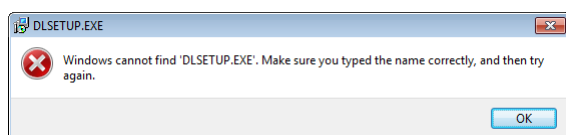
Cause: The setup information file required for the installation cannot be found.
(1) The setup information file may not be present.
(2) The setup information file may be destroyed.

Measure: (1) Run the Fujitsu DL Series Software Setup program again.
(2) Obtain the latest printer driver from Support & Downloads of the Fujitsu Isotec web site.
<https://www.fujitsu.com/jp/group/fit/en/index.html>
** The above address was the URL at the time when this manual was written.



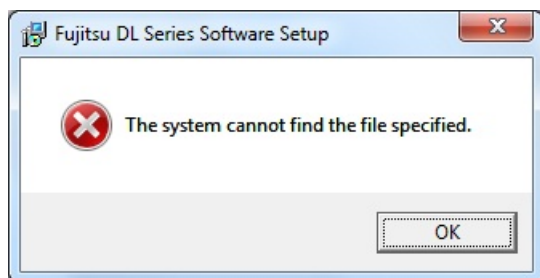
- Cause:** There is an error in the setup information file required for the installation.
- (1) The setup information file may not be present.
 - (2) The setup information file may be destroyed.

- Measure:**
- (1) Run the Fujitsu DL Series Software Setup program again.
 - (2) Obtain the latest printer driver from Support & Downloads of the Fujitsu Isotec web site.
<https://www.fujitsu.com/jp/group/fit/en/index.html>
** The above address was the URL at the time when this manual was written.



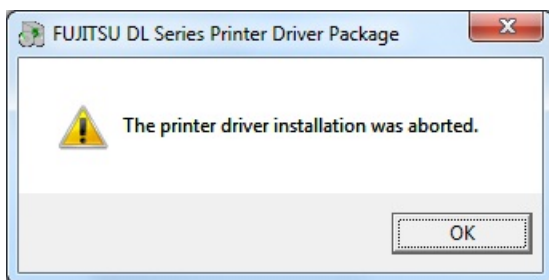
- Cause:** FUJITSU DL Series Printer Driver Package Installer for the selected printer driver cannot be found.
- (1) A system error may have occurred.
 - (2) FUJITSU DL Series Printer Driver Package Installer may not be present.
 - (3) FUJITSU DL Series Software Setup program may be destroyed.

- Measure:**
- (1) Restart Windows.
 - (2) Run the Fujitsu DL Series Software Setup program again.
 - (3) Obtain the latest printer driver from Support & Downloads of the Fujitsu Isotec web site.
<https://www.fujitsu.com/jp/group/fit/en/index.html>
** The above address was the URL at the time when this manual was written.



- Cause:** FUJITSU DL Series Printer Driver Package Installer for the selected printer driver cannot be found.
- (1) A system error may have occurred.
 - (2) FUJITSU DL Series Printer Driver Package Installer may not be present.
 - (3) FUJITSU DL Series Software Setup program may be destroyed.

- Measure:**
- (1) Restart Windows.
 - (2) Run the Fujitsu DL Series Software Setup program again.
 - (3) Obtain the latest printer driver from Support & Downloads of the Fujitsu Isotec web site.
<https://www.fujitsu.com/jp/group/fit/en/index.html>
** The above address was the URL at the time when this manual was written.
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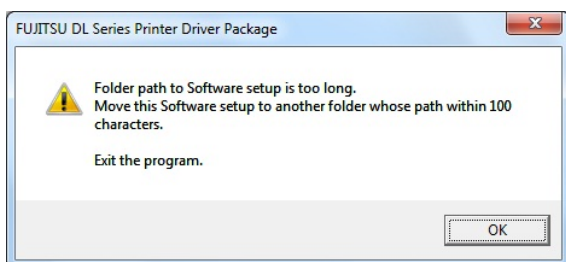
- Cause:** The printer driver installation was aborted.
- (1) The item **Don't install this driver software** was selected in the Windows Security Window during the setup.
 - (2) The **Cancel** button was selected while the Add Printer Wizard was in progress.

Measure: Run the FUJITSU DL Series Software Setup or FUJITSU DL Series Printer Driver Package program again.



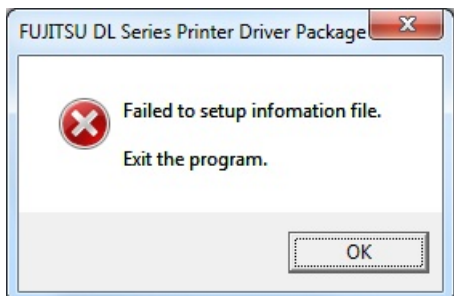
Cause: Installation was executed in an operating system other than Windows 10 / Server 2016 / Server 2019 / Windows 8.1 / Server 2012 R2 / Windows 8 / Server 2012 / Windows 7 / Server 2008 R2.

Measure: Run the FUJITSU DL Series Software Setup or FUJITSU DL Series Printer Driver Package in Windows 7 / Server 2008 R2 and later.



Cause: The folder path exceeds the specified number of characters.

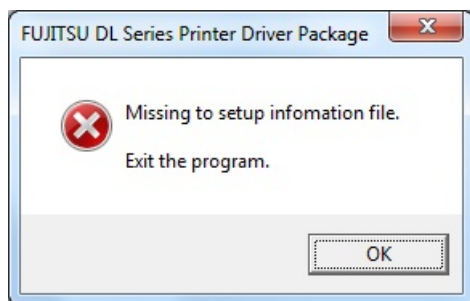
Measure: Move the folder path of the Fujitsu DL Series Printer Driver Package program to the place where the number of characters is 100 or less.



- Cause:** The setup information file required for the installation cannot be found.
- (1) The setup information file may not be present.
 - (2) The setup information file may be destroyed.

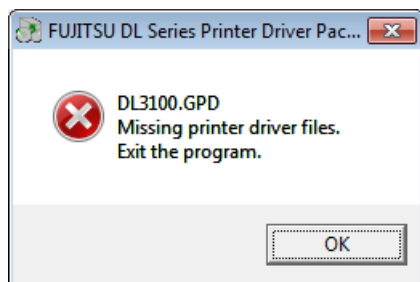
Measure:

- (1) Run the Fujitsu DL Series Printer Driver Package program again.
- (2) Obtain the latest printer driver from Support & Downloads of the Fujitsu Isotec web site.
<https://www.fujitsu.com/jp/group/fit/en/index.html>
** The above address was the URL at the time when this manual was written.



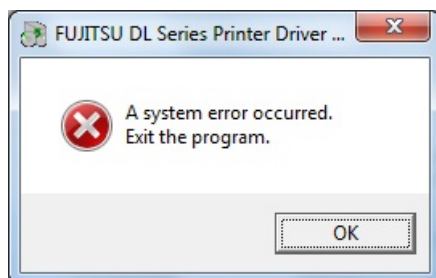
- Cause:** There is an error in the setup information file required for the installation.
- (1) The setup information file may not be present.
 - (2) The setup information file may be destroyed.

- Measure:**
- (1) Run the Fujitsu DL Series Printer Driver Package program again.
 - (2) Obtain the latest printer driver from Support & Downloads of the Fujitsu Isotec web site.
<https://www.fujitsu.com/jp/group/fit/en/index.html>
** The above address was the URL at the time when this manual was written.



- Cause:** There is an error in the setup information file or the printer driver file required for installation.
- (1) The setup information file or the printer driver file may not be present.
 - (2) The setup information file or the printer driver file may be destroyed.

- Measure:**
- (1) Run the Fujitsu DL Series Printer Driver Package program again.
 - (2) Obtain the latest printer driver from Support & Downloads of the Fujitsu Isotec web site.
<https://www.fujitsu.com/jp/group/fit/en/index.html>
** The above address was the URL at the time when this manual was written.



- Cause:** A system error occurred.

- Measure:** Run the FUJITSU DL Series Software Setup or FUJITSU DL Series Printer Driver Package again.
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